

# Division of Developmental Disabilities (DDD) Continuous Quality Improvement (CQI) Project



## Summary Report July 2004-June 2005

The CQI Project is administered by Nick Asermelly from the Office of Quality Assurance (QA), Division of Developmental Disabilities (DDD). A QA staff person and one or two CQI Resource Specialists, who are people with a disability, work collaboratively together for each CQI visit. The visit involves spending 3-5 days at an agency, which includes an *Administrative Interview*, site visits to various programs/homes and other highlights of services/supports provided by the agency. Two – three *Focus Groups* with people receiving supports from the agency are also organized. At the end of the visit a *Feedback Meeting* is scheduled with administrative staff from the agency to share a summary of the findings.

The Administrative Interview is generally conducted by Susan Babin, Administrator, Office of Quality Assurance, DDD, and questions are asked in the following areas:

- *What is going really well?*
- *What needs improvement?*
- *What are any critical areas?*
- *What makes your agency unique? What are the agency strengths/highlights?*

The *Focus Groups* are led by the Resource Specialists and are organized to talk with people receiving supports and to ask them questions about their lives and their awareness of or knowledge of such as:



- *Human Rights,*
- *Choices/Supports,*



- ***Community Membership,***



*and*

- ***Opportunities***



In addition, people in the Focus Groups are asked, “*What Is Really Important To You?*” from a list of possible responses such as Friends, Jobs, Health, Family, Making Decisions, etc.

The QA staff person and Resource Specialists develop a *Final Report* on the findings, observations and team recommendations, which is presented to the agency.

<b>Agencies Visited</b>	<b>Dates Visited</b>	<b>People in Focus Groups</b>
1. Perspectives, Corp.	October 18-22, 2004	30
2. LaPlante Center	November 1-4, 2004	29
3. RICLAS	May 31-June 3, 2005	34
4. James L. Maher Center	June 14-16, 2005	30
5. Kent County Arc	June 28-July 1, 2005	<u>31</u>

Total: 154



## **What is *Really* Important to People?**

<b>Area</b>	<b>Number of People</b>
Good Jobs	40
Friendships	35
Being treated with dignity and respect	26
Family	23
Having Fun	18
Health	7
Making Decisions	<u>5</u>
	154



## General Trends from the CQI Visits

The following is a summary of statewide trends from the findings from visiting five different agencies in the last year and meeting with people with disabilities in the various focus groups.

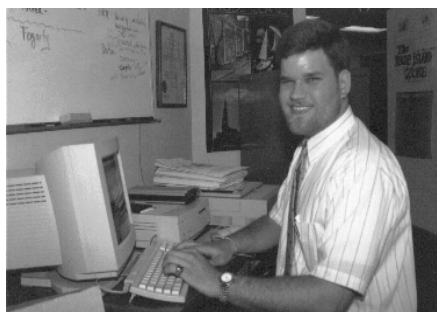
### ***What is Working Well?***

1. People are for the most part “*very satisfied*” with the agency that supports them.
2. People expressed that their individualized plans include what they want in them.
3. Agencies are finding creative and unique ways of providing services and supports.
4. Most people have some basic understanding of their human rights and are keenly aware of what they should do if they were abused.
5. All the individuals we talked with have opportunities for social activities and recreation.
6. The homes people live in are personalized and reflect individual interests and personal possessions.
7. The number of people who are registered to vote is increasing

### ***What Needs Improvement?***

1. Many people expressed an interest in increasing their opportunities for community employment and earning a better paycheck.
2. The majority of people do not participate in self-advocacy groups. Some people are aware of *Advocates in Action* but do not understand the many diverse activities that this statewide organization is involved with.
3. People with disabilities have a basic understanding of some of their human rights but need more ongoing education in creative learning formats to really understand the more detailed concepts of specific rights.
4. Almost all of the people who attend a person’s annual planning meeting are paid staff, or family. Most meetings have not included friends or community members.
5. Most people rely on their staff or families for their transportation needs.

*The CQI Project was originally developed by Jeremy Vandall in 1995-1996. Jeremy had been working as an advocate for the Office of Quality Assurance, DDD. He designed the format of the CQI after*



*meeting with people with disabilities from various advocacy groups to talk with them about their suggestions for how information could best be obtained from people.*

*Jeremy wanted the project to be different from traditional types of monitoring and to focus on meeting with people with disabilities directly to learn more about what people say about their services/ supports rather than look at documentation in records at the agency.*

*Jeremy was a very dedicated and kind individual who was committed to the belief that all people with disabilities have something important to say about their lives, we just need to ask them, listen to their comments and he advocated very strongly that everyone can be involved in their local communities.*

*For more information on any of the content within this report please contact:*

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